

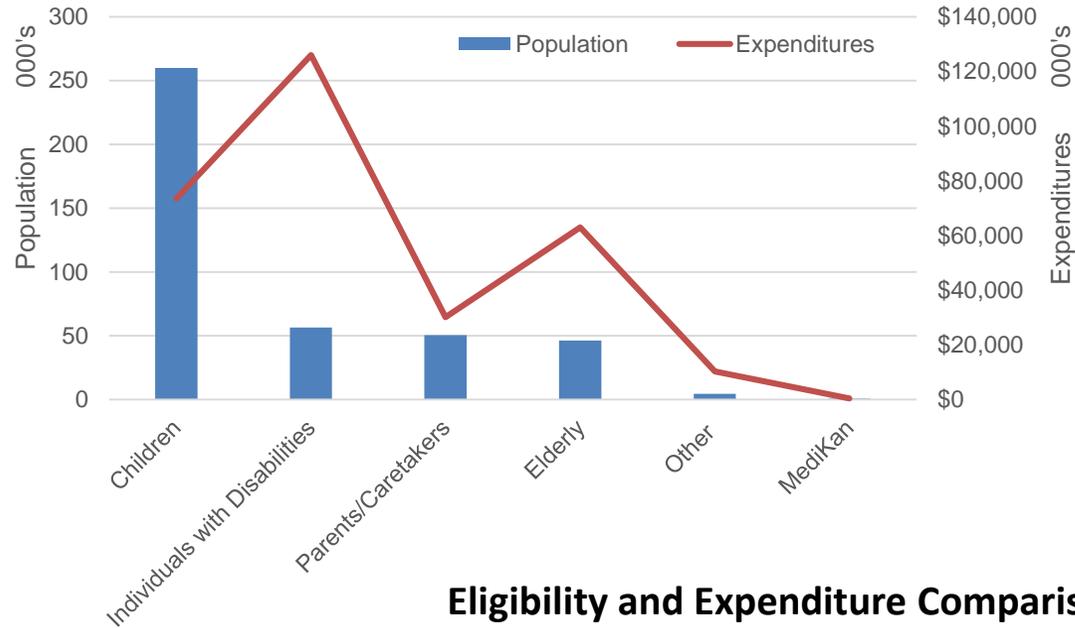


**KanCare Executive Summary**  
(Data reported through December 2018)  
February 15, 2019

# **KanCare Capitation and Members**

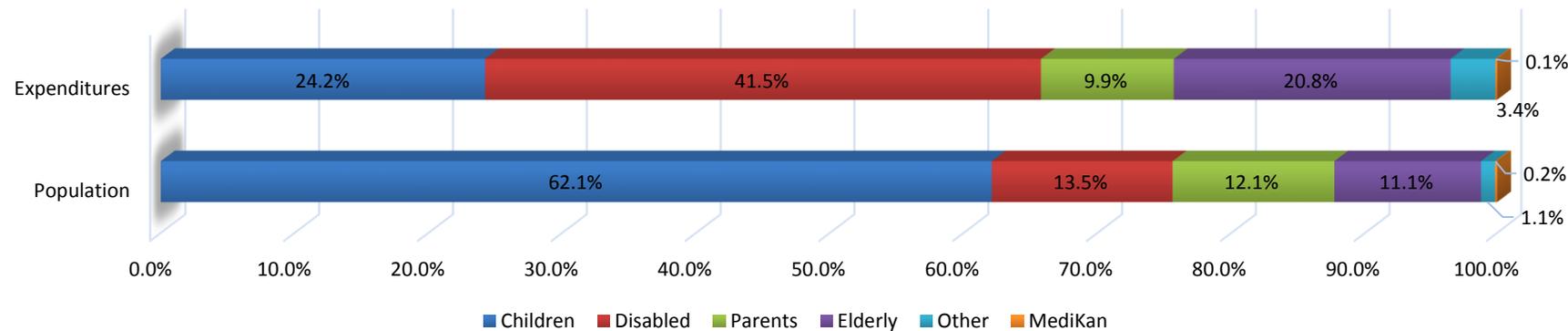
# Medicaid/CHIP Member Eligibility and Expenditures

## Calendar Year 2018 (Jan - Sep)



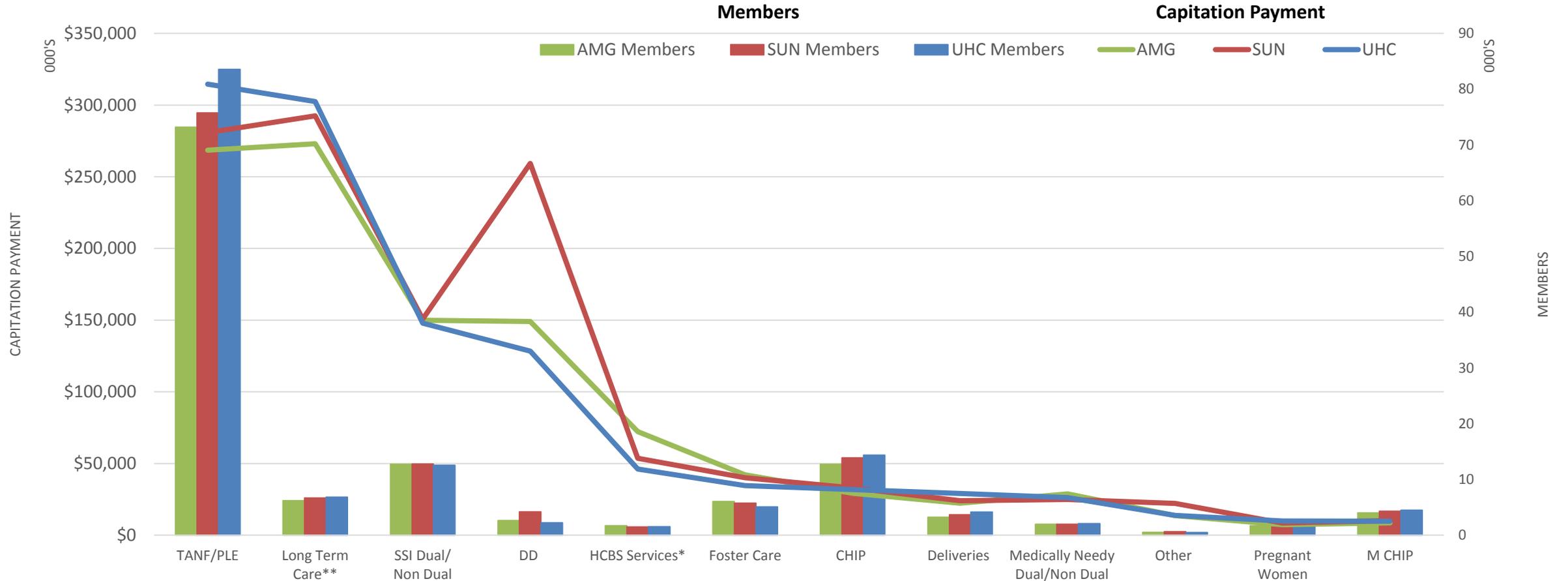
|                 | % Total    |              |
|-----------------|------------|--------------|
|                 | Population | Expenditures |
| <b>Children</b> | 62.1%      | 24.2%        |
| <b>Disabled</b> | 13.5%      | 41.5%        |
| <b>Parents</b>  | 12.1%      | 9.9%         |
| <b>Elderly</b>  | 11.1%      | 20.8%        |
| <b>Other</b>    | 1.1%       | 3.4%         |
| <b>MediKan</b>  | 0.2%       | 0.1%         |

**Eligibility and Expenditure Comparison**





# Capitation Comparison with Members YTD CY 2018 (Dec)

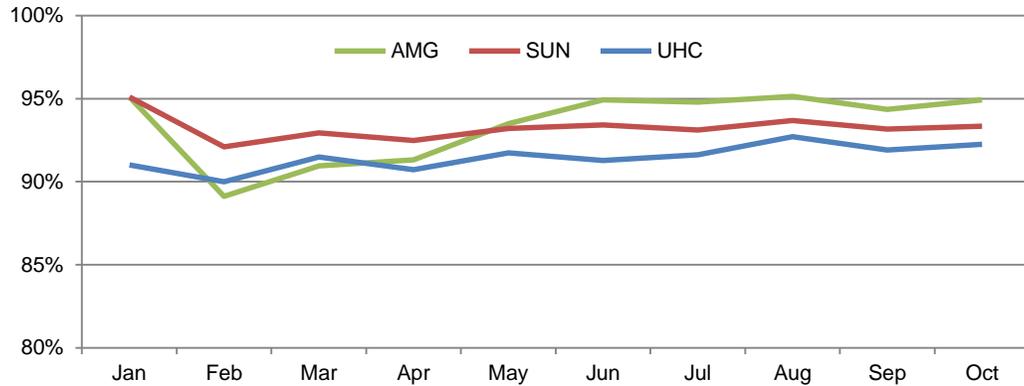


\*HCBS Services includes Autism, Severe Emotional Disturbance, Technology Assisted, and Traumatic Brain Injury

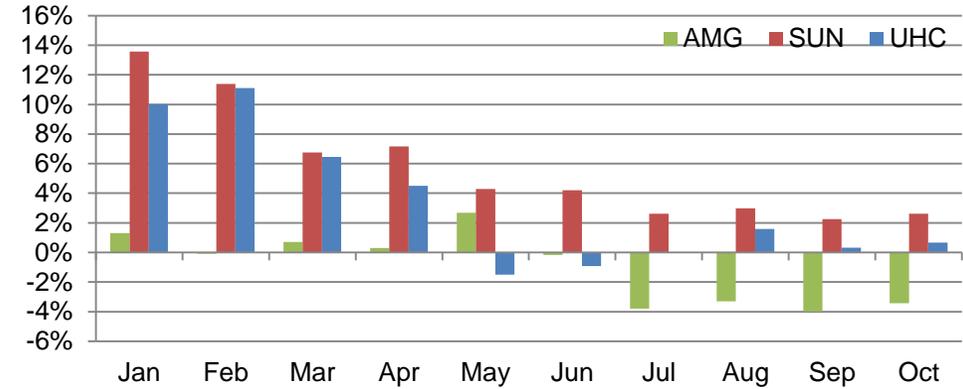
\*\*Long Term Care includes Nursing Facilities, Money Follows the Person Frail Elderly and Physically Disabled, and the Physically Disabled and Frail Elderly Waivers

# Medical Loss Ratio & Per Member Per Month CY 2018

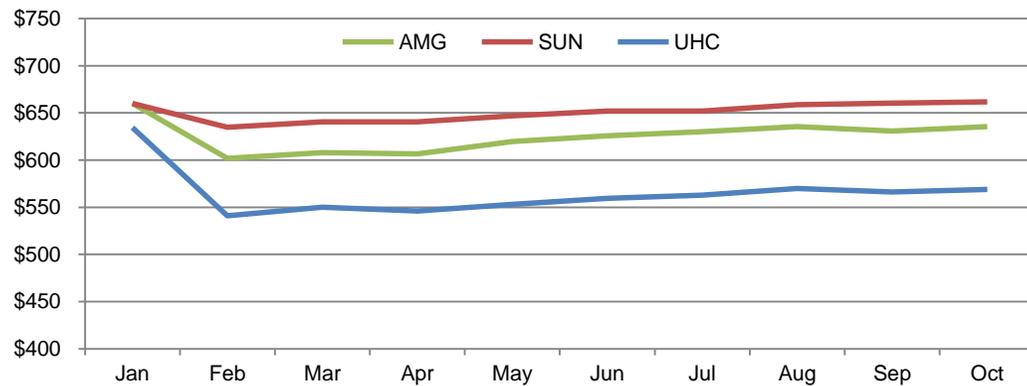
Medical Loss Ratio CY 2018



PPT Increase/Decrease MLR to Previous Year

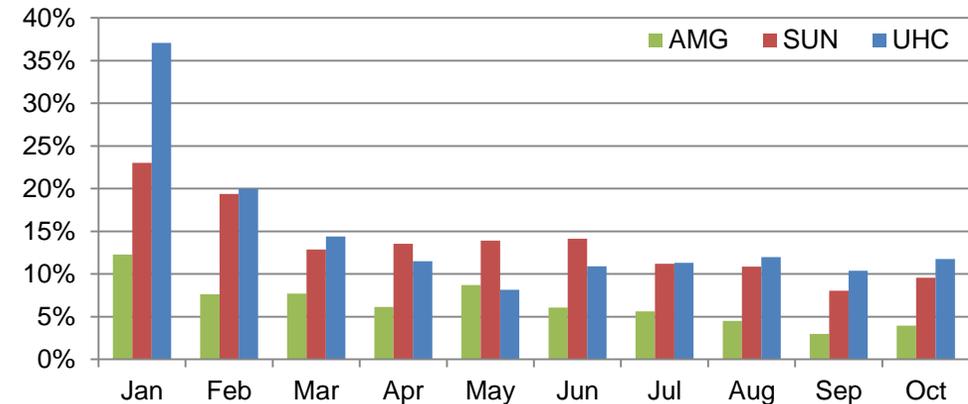


YTD Per Member Per Month CY 2018



MLR=Total Claims Paid/Capitations

Percent Change PMPM to Previous Year



PMPM= Current Expenditures/ Current Members/12 months



# KanCare Provider Network



# Provider Network

| KanCare MCO | # of Unique Provider/ Locations as of 12/31/17 | # of Unique Provider/ Locations as of 3/31/18 | # of Unique Provider/ Locations as of 6/30/18 | # of Unique Provider/ Locations as of 9/30/18* | # of Unique Provider/ Locations as of 12/31/18* |
|-------------|--|---|---|--|---|
| Amerigroup  | 27,107   | 29,066  | 26,544  | 33,230   | N/A   |
| Sunflower   | 31,168   | 27,441  | 27,433  | 30,886   | 31,998  |
| UHC         | 31,247   | 31,259  | 30,819  | 38,196   | 39,799  |

\*Changes to MCO reporting implemented in Q3-2018 now provide more complete HCBS provider counts. Specifically, for providers who travel to the member for services, the count now includes a count of each county in which a provider is contracted to provide services.

**NOTES:**

Provider number reflects the number of unique providers per name, NPI and city. Since Kansas is a highly rural state with many providers serving in multiple clinic locales, this report reflects more accurately network capacity. This results in counts for the following:

- Providers with a service location in a Kansas county are counted once for each county.
- Providers with a service location in a border area are counted once for each state in which they have a service location that is within 50 miles of the KS border.
- Out of state providers (>50 miles from KS border) are counted once.
- Providers for services provided in the home are counted once for each county in which they are contracted to provide services.

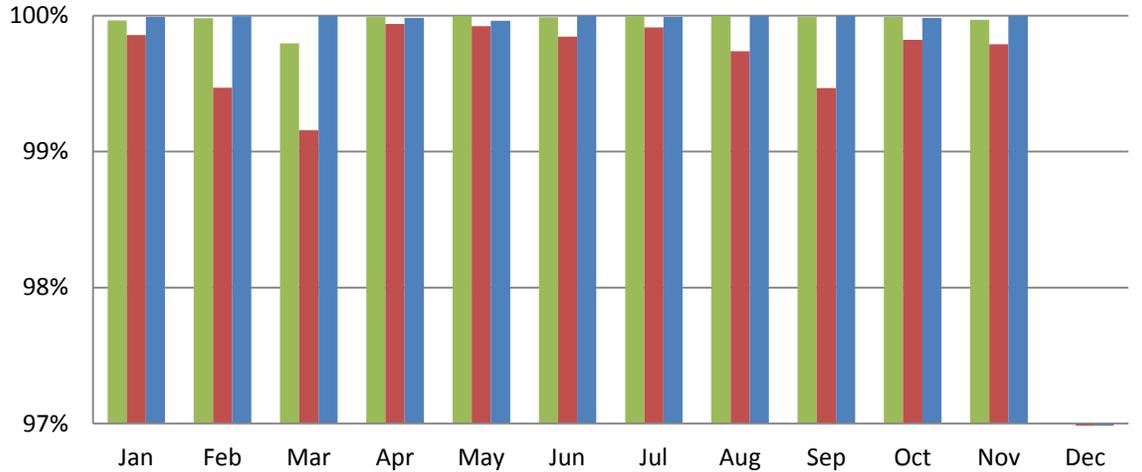


# KanCare Claims Overview

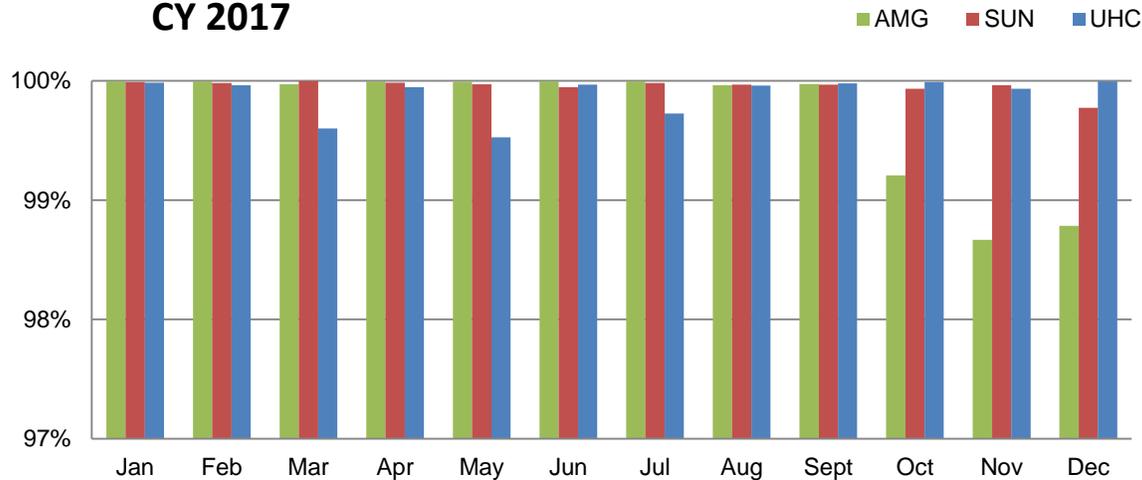


# Claims Data-% Clean Claims Processed Within 30 days

## CY 2018



## CY 2017



### Claims Processed 2018 (Jan-Dec)

| Service Type              | Total claim count |                  |                  | Total claim % |             |             |
|---------------------------|-------------------|------------------|------------------|---------------|-------------|-------------|
|                           | AMG               | SUN              | UHC              | AMG           | SUN         | UHC         |
| Pharmacy                  | 1,914,663         | 2,265,680        | 1,792,788        | 35%           | 37%         | 34%         |
| Medical                   | 1,872,402         | 1,661,019        | 1,618,541        | 34%           | 27%         | 30%         |
| Behavioral Health         | 578,337           | 757,383          | 669,074          | 11%           | 12%         | 13%         |
| Hospital Outpatient       | 331,275           | 320,132          | 315,706          | 6%            | 5%          | 6%          |
| HCBS                      | 296,941           | 564,011          | 384,677          | 5%            | 9%          | 7%          |
| NEMT                      | 146,105           | 152,177          | 173,124          | 3%            | 2%          | 3%          |
| Dental                    | 142,085           | 156,821          | 155,276          | 3%            | 3%          | 3%          |
| Nursing Facilities-Total  | 86,300            | 126,468          | 95,530           | 2%            | 2%          | 2%          |
| Vision                    | 78,534            | 99,997           | 79,973           | 1%            | 2%          | 2%          |
| Hospital Inpatient        | 37,232            | 34,626           | 26,438           | 1%            | 1%          | 0%          |
| <b>Total All Services</b> | <b>5,483,874</b>  | <b>6,138,314</b> | <b>5,311,127</b> | <b>100%</b>   | <b>100%</b> | <b>100%</b> |

### Contact Standard: 100% of Clean Claims Processed within 30 days

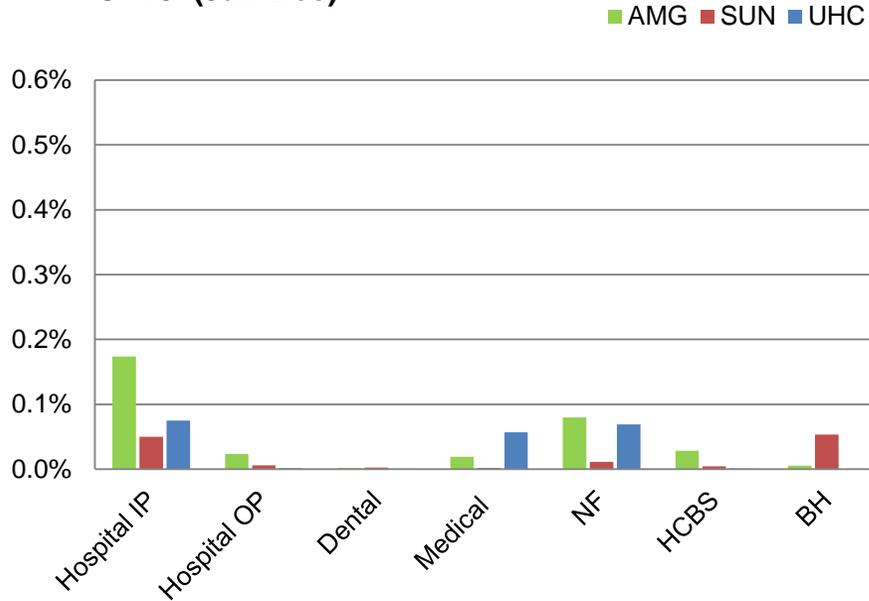
A clean claim is a claim that can be paid or denied with no additional intervention required and **does not include:** Adjusted or corrected claims, Claims that require documentation (i.e., consent forms, medical records) for processing, Claims from out-of-network providers that require research and setup of that provider in the system, Claims from providers where the updated rates, benefits or policy changes were not provided by the State 30 days or more before the effective date (these claims may be pended until rates are loaded so the appropriate amounts can be paid)

**Percent** = Number clean claims processed within 30 days divided by Number of claims received

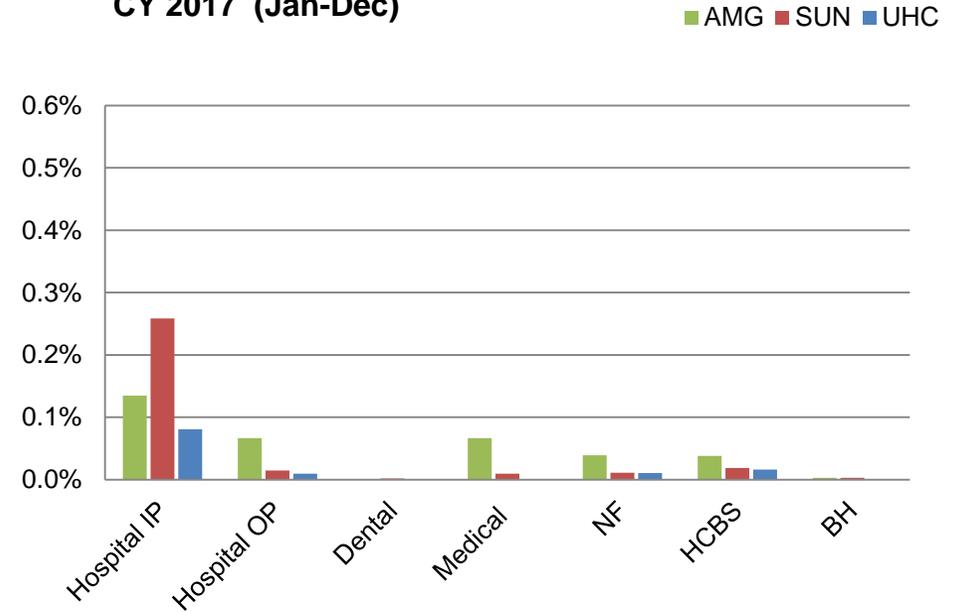
**Processed** = adjudication decision making of a claim being approved to paid or denied.

# Claims Data-Percent of Claims Adjusted more than 3 times

CY18 (Jan-Dec)



CY 2017 (Jan-Dec)



**YTD claim requiring adjustments greater than 3 times represents Accuracy**

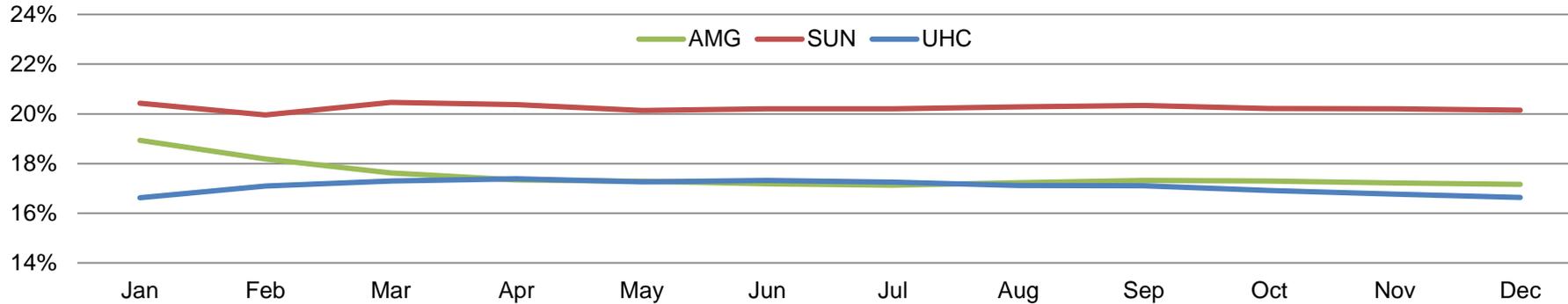
**Purpose:** The purpose is to review payment accuracy

**Methodology: Monitoring** the frequency of the claims adjustments by MCO in each category utilizing the total claims adjusted/claims processed (category provider type: Hospital Inpatient, Hospital Outpatient, Dental, Medical, Nursing Facilities, HCBS, BH). Pharmacy, Vision and NEMT Have had 0% adjustments over 3 times for over one year so have been dropped from this report. Pharmacy is point of sale processing so will not have adjustments

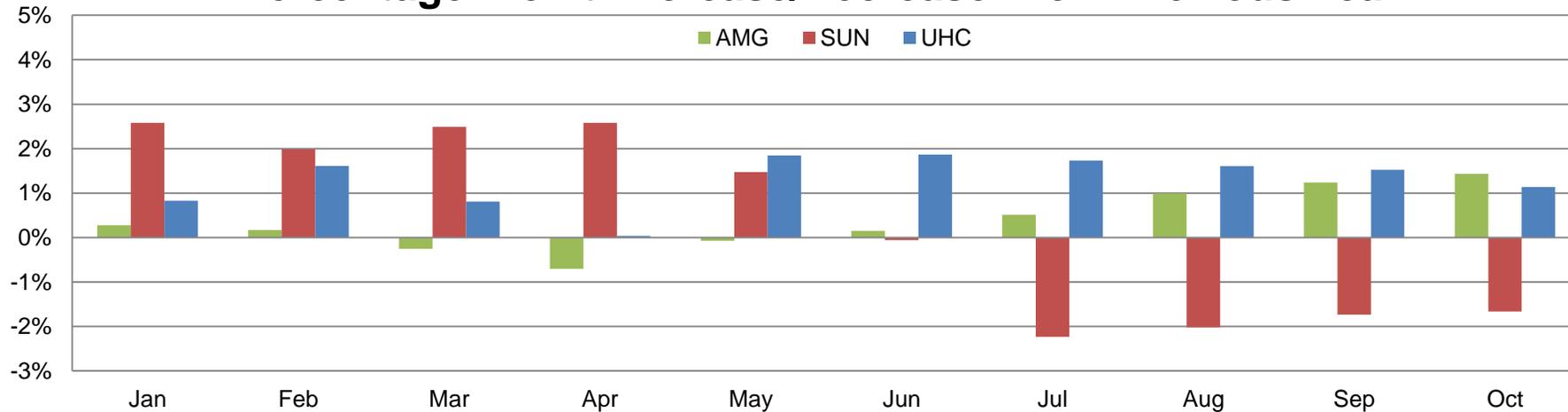
Total YTD claims adjusted 4 or more times divided by the YTD total number of claims processed by service type.

# Claims Denial Data CY 2018

## Percent Denied Claims by Month YTD Cumulative



## Percentage Point Increase/Decrease From Previous Year





# Claims Denial Data

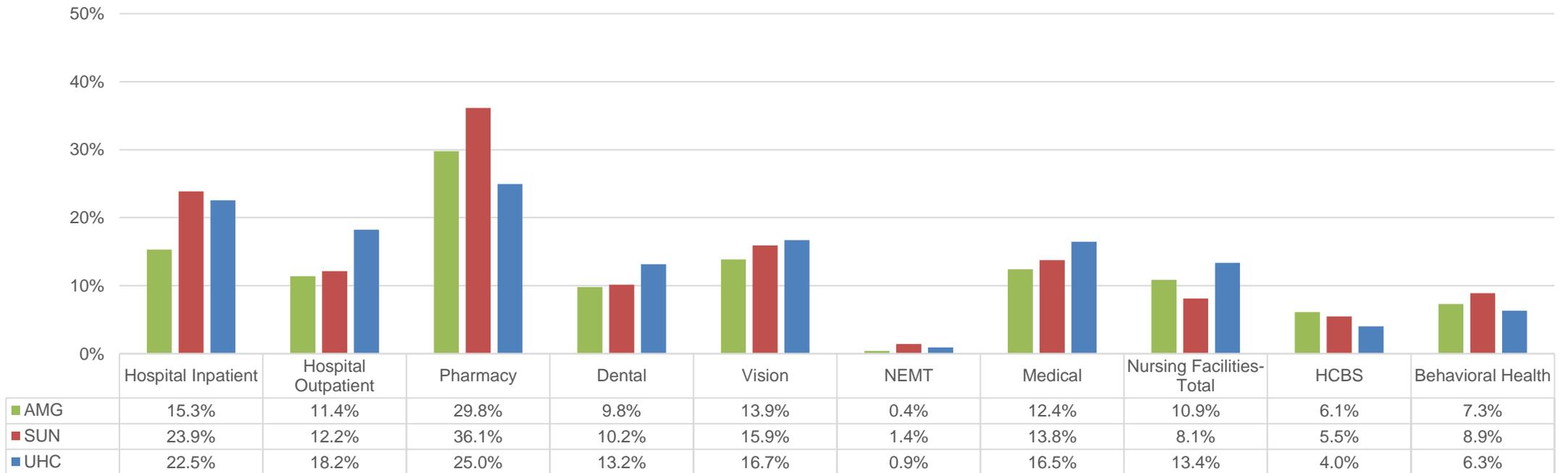
## Claims Processed 2018 (Jan-Dec)

| Service Type              | Total claim count |                  |                  | Total claim % |               |               |
|---------------------------|-------------------|------------------|------------------|---------------|---------------|---------------|
|                           | AMG               | SUN              | UHC              | AMG           | SUN           | UHC           |
| Pharmacy                  | 1,914,663         | 2,265,680        | 1,792,788        | 34.9%         | 41.3%         | 32.7%         |
| Medical                   | 1,872,402         | 1,661,019        | 1,618,541        | 34.1%         | 30.3%         | 29.5%         |
| Behavioral Health         | 578,337           | 757,383          | 669,074          | 10.5%         | 13.8%         | 12.2%         |
| HCBS                      | 296,941           | 564,011          | 384,677          | 5.4%          | 10.3%         | 7.0%          |
| Hospital Outpatient       | 331,275           | 320,132          | 315,706          | 6.0%          | 5.8%          | 5.8%          |
| NEMT                      | 146,105           | 152,177          | 173,124          | 2.7%          | 2.8%          | 3.2%          |
| Dental                    | 142,085           | 156,821          | 155,276          | 2.6%          | 2.9%          | 2.8%          |
| Nursing Facilities-Total  | 86,300            | 126,468          | 95,530           | 1.6%          | 2.3%          | 1.7%          |
| Vision                    | 78,534            | 99,997           | 79,973           | 1.4%          | 1.8%          | 1.5%          |
| Hospital Inpatient        | 37,232            | 34,626           | 26,438           | 0.7%          | 0.6%          | 0.5%          |
| <b>Total All Services</b> | <b>5,483,874</b>  | <b>6,138,314</b> | <b>5,311,127</b> | <b>100.0%</b> | <b>100.0%</b> | <b>100.0%</b> |

## Claims Processed 2018 (Jan-Dec)

| Service Type              | Total Claim Count |                  |                  | Total Denied Claim |                  |                | Total Claim Denied % |              |              |
|---------------------------|-------------------|------------------|------------------|--------------------|------------------|----------------|----------------------|--------------|--------------|
|                           | AMG               | SUN              | UHC              | AMG                | SUN              | UHC            | AMG                  | SUN          | UHC          |
| Pharmacy                  | 1,914,663         | 2,265,680        | 1,792,788        | 569,939            | 818,493          | 447,396        | 29.8%                | 36.1%        | 25.0%        |
| Medical                   | 1,872,402         | 1,661,019        | 1,618,541        | 232,451            | 228,667          | 266,512        | 12.4%                | 13.8%        | 16.5%        |
| Behavioral Health         | 578,337           | 757,383          | 669,074          | 42,318             | 67,299           | 42,263         | 7.3%                 | 8.9%         | 6.3%         |
| HCBS                      | 296,941           | 564,011          | 384,677          | 18,198             | 30,893           | 15,448         | 6.1%                 | 5.5%         | 4.0%         |
| Hospital Outpatient       | 331,275           | 320,132          | 315,706          | 37,796             | 38,903           | 57,486         | 11.4%                | 12.2%        | 18.2%        |
| NEMT                      | 146,105           | 152,177          | 173,124          | 622                | 2,166            | 1,586          | 0.4%                 | 1.4%         | 0.9%         |
| Dental                    | 142,085           | 156,821          | 155,276          | 13,942             | 15,925           | 20,439         | 9.8%                 | 10.2%        | 13.2%        |
| Nursing Facilities-Total  | 86,300            | 126,468          | 95,530           | 9,364              | 10,252           | 12,772         | 10.9%                | 8.1%         | 13.4%        |
| Vision                    | 78,534            | 99,997           | 79,973           | 10,877             | 15,934           | 13,363         | 13.9%                | 15.9%        | 16.7%        |
| Hospital Inpatient        | 37,232            | 34,626           | 26,438           | 5,704              | 8,269            | 5,957          | 15.3%                | 23.9%        | 22.5%        |
| <b>Total All Services</b> | <b>5,483,874</b>  | <b>6,138,314</b> | <b>5,311,127</b> | <b>941,211</b>     | <b>1,236,801</b> | <b>883,222</b> | <b>17.2%</b>         | <b>20.1%</b> | <b>16.6%</b> |

Percent Denied CY 2018





# KanCare Member Benefits



# Value Added Services - January- December 2018

| Amerigroup  | Members YTD    | Total Units YTD | Total Value YTD    | Sunflower   | Members YTD    | Total Units YTD | Total Value YTD    | United                            | Members YTD   | Total Units YTD | Total Value YTD  |
|---|----------------|-----------------|--------------------|---|----------------|-----------------|--------------------|-----------------------------------|---------------|-----------------|------------------|
| Member Incentive Program                                    | 2,345          | 3,596           | \$1,630,736        | CentAccount Healthy Rewards                                 | 79,523         | 79,523          | \$861,477          | Additional Vision Services        | 3,793         | 11,564          | \$295,432        |
| Adult Dental Care   | 3,101          | 3,811           | \$498,846          | Dental visits for adults                                    | 3,935          | 5,863           | \$344,063          | Home Helper Catalog Supplies      | 3,448         | 6,007           | \$140,234        |
| Mail Order OTC  | 1,340          | 8,079           | \$149,896          | Comprehensive Medication Review                             | 6,989          | 9,862           | \$250,215          | Baby Blocks Program and Rewards   | 1,077         | 1,077           | \$137,485        |
| Healthy Families Program                                    | 65             | 65              | \$75,000           | Smoking cessation program                                   | 592            | 592             | \$142,080          | Adult Dental Services             | 2,356         | 2,206           | \$86,903         |
| Pest Control  | 135            | 179             | \$23,395           | In-home telemonitoring: service                             | 337            | 337             | \$84,250           | UHC Health Rewards Program        | 5,724         | 5,724           | \$69,859         |
| Grief Counseling  | 6              | 82              | \$16,400           | Start Smart for Your Baby                                   | 2,951          | 2,951           | \$83,071           | Adult Dentures                    | 113           | 124             | \$53,808         |
| Air purifier with a permanent filter                        | 103            | 105             | \$9,333            | Member Connections Home Visiting Program                    | 2,820          | 2,820           | \$73,715           | Additional Podiatry Visits        | 219           | 424             | \$44,105         |
| Additional Respite Care for DD Waiver Population            | 12             | 88              | \$7,073            | Healthy Solutions for Life - Disease Management             | 22,902         | 22,902          | \$45,804           | Membership to Youth Organizations | 500           | 500             | \$26,825         |
| Boys and Girls Club Membership                              | 125            | 129             | \$6,450            | Community Programs for Healthy Children: Boys & Girls Clubs | 443            | 443             | \$22,150           | Medications Calendar              | 1,800         | 1,800           | \$15,888         |
| Smoking Cessation Program                                   | 34             | 36              | \$5,940            | Dentures  | 12             | 23              | \$18,756           | Pest Control                      | 49            | 49              | \$11,250         |
| Additional Personal Care Services for IDD Wavier Population | 4              | 341             | \$938              | Farmers Market Vouchers                                     | 1,631          | 1,631           | \$16,310           | A is for Asthma                   | 1,121         | 1,121           | \$6,696          |
| Respite Care for FE Waiver Population                       | 1              | 236             | \$672              | Sunny's Kid Club  | 987            | 987             | \$2,799            | Sesame Street - Food For Thought  | 113           | 113             | \$3,885          |
| Weight Watcher Vouchers                                     | 15             | 15              | \$553              | Respite care  | 13             | 635             | \$2,064            | KidsHealth                        | 12,000        | 12,000          | \$3,840          |
| Adult Podiatry  | 16             | 23              | \$487              | Healthy Solutions for Life - Weight Management Program      | 982            | 982             | \$1,964            | Respite Care Services             | 6             | 6               | \$2,938          |
|   |                |                 |                    | Adopt-A-School Program                                      | 125            | 4               | \$900              | Adults Parks and Rec Catalog      | 32            | 32              | \$1600           |
|   |                |                 |                    | In-home telemonitoring: install                             | 36             | 36              | \$350              |                                   |               |                 |                  |
|   |                |                 |                    | Hospital companion  | 1              | 56              | \$182              |                                   |               |                 |                  |
| <b>Total</b>  | <b>6,856</b>   | <b>16,785</b>   | <b>\$2,425,719</b> | <b>Total</b>  | <b>124,279</b> | <b>129,647</b>  | <b>\$1,950,149</b> | <b>Total</b>                      | <b>32,351</b> | <b>42,747</b>   | <b>\$900,817</b> |
| <b>KanCare Grand Totals</b>                                 | <b>163,486</b> | <b>189,179</b>  | <b>\$5,276,684</b> |   |                |                 |                    |                                   |               |                 |                  |



# In Lieu of Services CY 2018 (Jan – Dec)

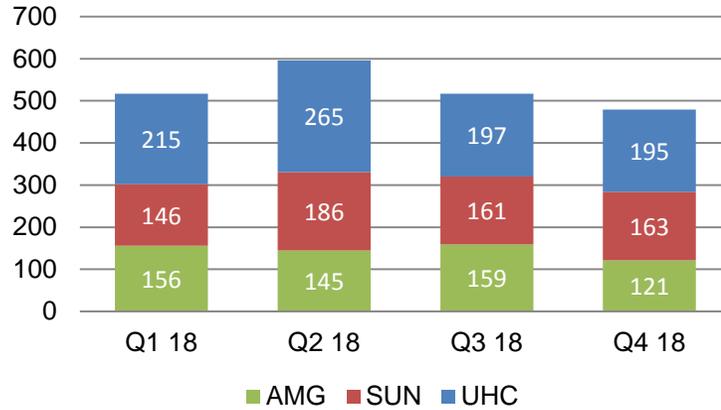
| Amerigroup  | Unduplicated Members | Value of Services Avoided | Sunflower   | Unduplicated Members | Value of Services Avoided | United  | Unduplicated Members | Value of Services Avoided |
|---|----------------------|---------------------------|---|----------------------|---------------------------|---|----------------------|---------------------------|
| Additional Medicaid covered services, beyond existing limitations, including personal care services, sleep cycle support, home modifications, equipment and assisted services ... in lieu of members needing to be admitted to an acute care hospital or nursing facility | 165                  | 1,585,439                 | Additional personal care services, beyond existing waiver limitations ... in lieu of members needing to be admitted to a nursing facility   | 113                  | \$418,005                 | Additional personal care services, personal care services, beyond existing waiver limitation, sleep cycle support, and home delivered meals ... in lieu of members needing to be admitted to a nursing facility | 178                  | \$2,218,026               |
| Non-Covered services including private nurse, PET scans, CPAP equipment and sleep cycle support in lieu of members needing to access ICU, acute hospital, or nursing facility services  | 231                  | \$402,931                 | Non-Covered services covering a wide range of equipment, orthotics, testing, physician services and outpatient surgery in lieu of members needing to access acute hospital, home health, or more intensive physical or behavioral health services | 82                   | \$165,203                 | Non-Covered services Sleep studies, testing, and home health in lieu of members needing to access to acute hospital, or nursing facility services   | 642                  | \$993,449                 |
| <b>Totals</b>   | <b>396</b>           | <b>\$1,988,370</b>        | <b>Totals</b>   | <b>195</b>           | <b>\$583,208</b>          | <b>Totals</b>   | <b>820</b>           | <b>\$3,211,475</b>        |

| KANCARE TOTAL             | (January - December 2018) |
|---------------------------|---------------------------|
| Members                   | 1,411                     |
| Value of Services Avoided | \$5,783,053               |

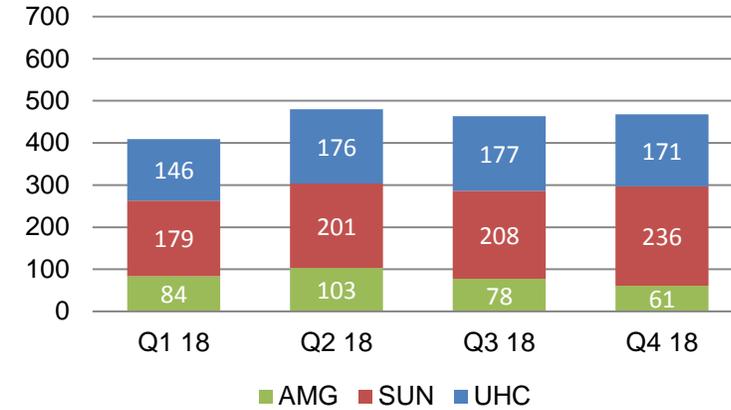
# **KanCare Grievance, Appeal and State Fair Hearing**

# Grievances and Appeals Received- Members

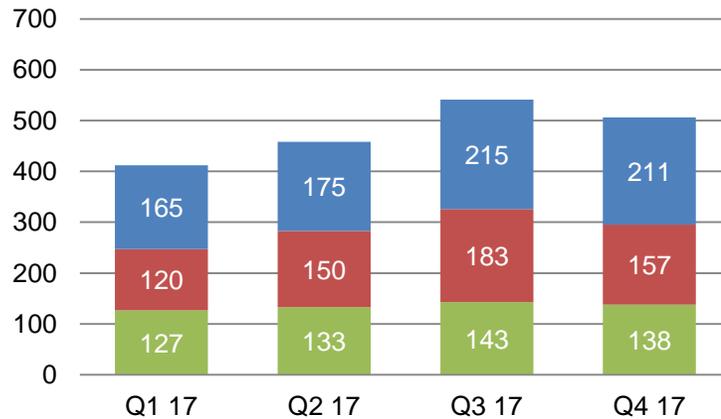
### Member Grievances 2018



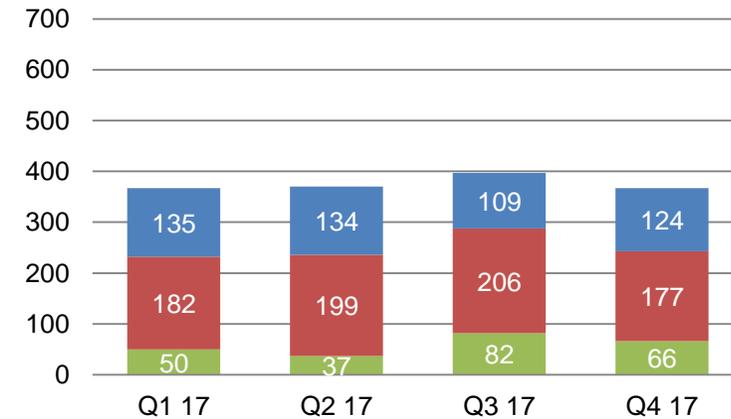
### Member Appeals 2018



### Member Grievances 2017

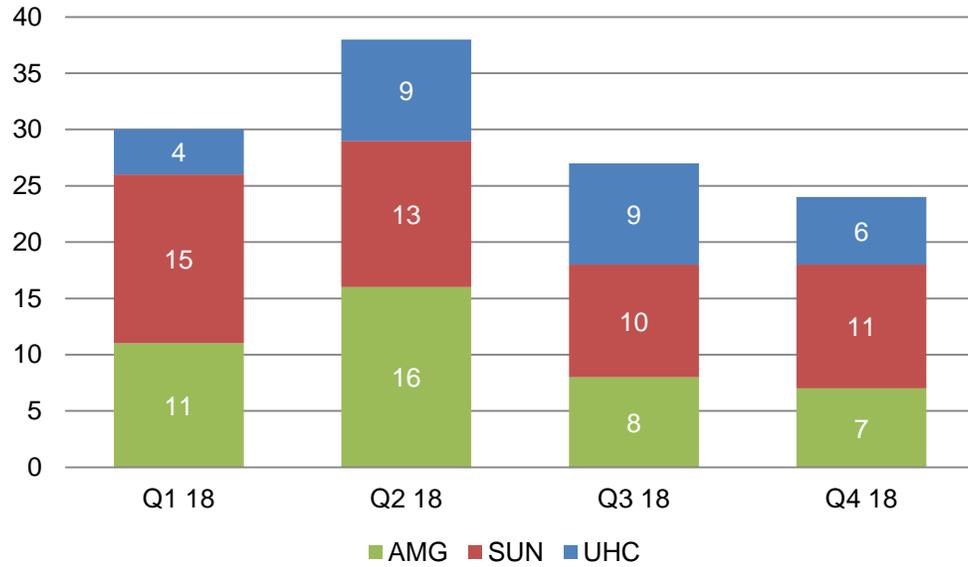


### Member Appeals 2017

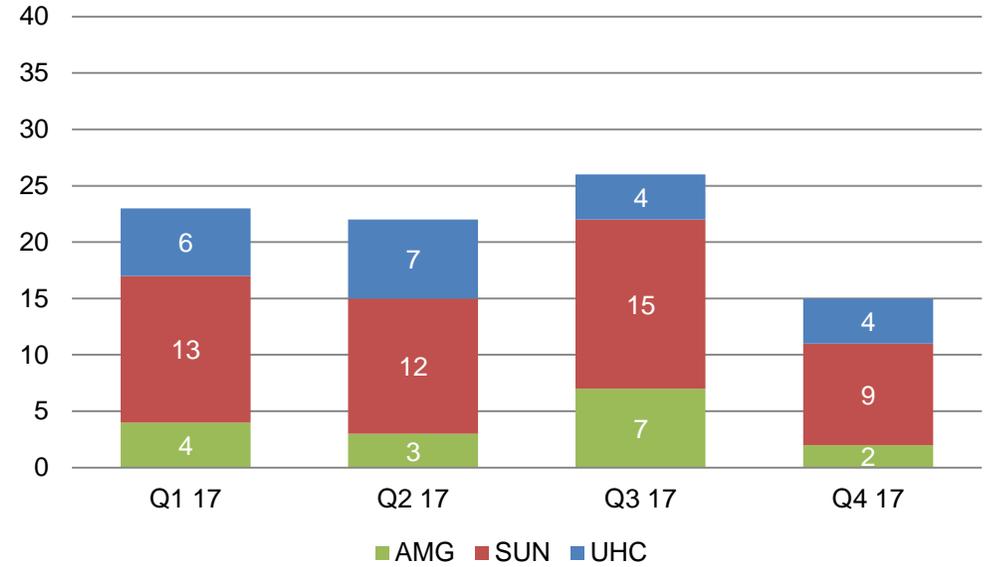


# State Fair Hearing Received - Members

## Member State Fair Hearings 2018

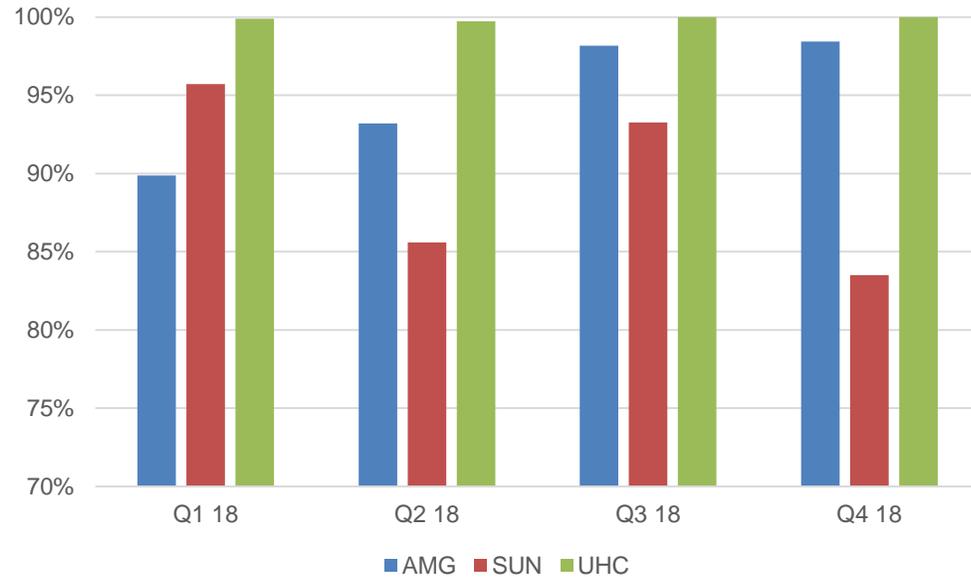


## Member State Fair Hearings 2017



# Provider – Percent of Appeals Resolved

**Resolved Within 30 Calendar Days  
(Compliance is 98%)**



**Resolved Within 60 Calendar Days  
(Compliance is 100%)**

